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From: Stevenson, Allan (DPH)
Sent: Monday, October 22, 2007 9:45 AM
To: Nassif, Julianne (DPH)
Cc: Hanchett, James (DPH); Pribeck, Kristen (DPH); Salem, Sharon (DPH)
Subject: Printer repair

Julie,

The following are the details of our printer problem

The printer is a
Hewlett Packard Laserjet P3000d printer
Product # Q7813 A
Serial # CNB 1F01014
HP case # 3219968958
Error message = Dimm0

Purchased with
Agilent model 7890A GC System
Serial # CN10710038

With an Hewlett Packard Compaq Computer
Serial # 2UA71112G6

The GC with printer was installed on May 9, 2007.

We had a problem with the GC, and Agilent made a service call. The repairman fixed a software problem and said there was a problem with the printer. He said we could swap our printer for a rebuilt one, but we decided to keep our new printer and have it repaired. Agilent suggested we deal with Hewlett Packard since HP since they had the expertise to do the repair. After some difficulty, Kristen found a vendor (Baystate) who made a service call. The repairman said the printer was out of warranty since their records indicated that the printer had been sold in August, 2006. He also said that it looked like the motherboard had something spilled on it. This spill couldn't have been caused by us.

If you need any other information, please let me know.

Thanks, Cam

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